

Job Description
Missouri State Highway Patrol

Class Title: Clerk III - TFD

Title Code: V00003

Effective Date: 05/01/99

Date Reviewed: 06/30/2000

Date Revised: 12/27/04

Immediate Supervisor: Traffic Safety Analyst

Position Supervised: None

FLSA Classification: Non-exempt

Working Hours: An employee in this position works an eight-hour shift as directed by the division director; however, working hours are subject to change at the discretion of the commanding authority.

POSITION SUMMARY

This is difficult level clerical work. An employee in this class performs clerical duties which require independent judgment based on knowledge gained through work experience. Work may involve providing training or guidance to new employees and acting as a lead worker. Employees in this position perform a variety of complex clerical duties. Assistance is normally available from a superior when unusual or difficult problems arise.

DESCRIPTION OF DUTIES PERFORMED

(Any one position may not include all of the duties listed nor do the listed examples include all the tasks which may be found in positions of this class.)

Performs routine coding and checking functions according to established procedures; numbers and assists in checking individual claims, records and reports.

Retrieves and updates records in computerized files.

Checks files, reports, and correspondence for completeness and accuracy.

Answers telephone; receives mail, opens and distributes to proper sources.

Sorts and files correspondence, signature cards, orders, records and documents numerically, alphabetically and/or by subject.

Scans and microfilms reports, records and documents; checks microfilm for quality after being processed.

Makes elementary arithmetic calculations following specific instructions.

Types correspondence, reports, forms, summaries, lists, and other materials.

Operates standard office equipment (e.g. telephone, typewriter, computer terminal, printers, copiers, calculator, etc.).

Performs other related duties as assigned.

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REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Thorough knowledge of modern office practices, procedures, and equipment.

Working knowledge of business English, spelling and arithmetic.

Ability to handle large volumes of mail and process the mail with accuracy.

Ability to prioritize work.

Ability to work under pressure.

Ability to understand and follow oral and written directions.

Ability to read English effectively.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to learn assigned clerical tasks within a reasonable time, to adhere to prescribed routines, and to develop some skill in the operation of office appliances.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to exercise judgment and discretion.

Ability to establish and maintain harmonious working relations with others.

Ability to operate basic office machines and equipment.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to type 40 words per minute with 10 or fewer errors.

Ability to work hours as assigned.

MINIMUM EXPERIENCE, EDUCATION, AND TRAINING REQUIRED

(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Graduation from a standard high school or possess a GED and at least two years experience as a Clerk II or comparable experience.